



Weight Watchers – General Information and Frequently Asked Questions (FAQs) for Existing and New Members

The State of Delaware is launching a new, streamlined program with Weight Watchers. You can choose from the Meetings with Monthly Pass program, which provides great flexibility for when and where you attend meetings, or the Online program, which allows you to go at your own pace with a variety of tools and resources.

We are committed to helping you achieve your weight-loss goals and improve your overall health by offering credit towards the 2012-2013 DelaWELL \$200 Gold Level Reward if you purchase Weight Watchers Meetings with Monthly Pass or Weight Watchers Online.

IMPORTANT: Participants must email or fax their completed Reimbursement Form (Along with the required Billing History proof of purchase or Lifetime member card) to Weight Watchers by April 15, 2013, in order to receive credit towards the DelaWELL \$200 Gold Level Reward. If you are mailing in your Reimbursement Form please account for the delivery time needed to reach the Weight Watchers Reimbursement Center, so your form is received by the April 15th deadline. Reimbursement Forms received after April 15th will not be accepted. Credit for participating in Weight Watchers will appear on your DelaWELL Health Portal page (Log onto <https://delawell.alerehealth.com>, then click the “Track Wellness Credits” link located on the left menu under DelaWELL Program Info) approximately 4-8 weeks after your Reimbursement Form is processed and approved by Weight Watchers.

What is Weight Watchers?

Weight Watchers offers weight-loss services and products founded on a scientifically based approach to weight management. Based on the philosophy that successful weight loss is achieved through the attainment of a series of realistic goals, Weight Watchers offers multi-dimensional ways to learn how to achieve and then maintain a healthy body weight for the long term. Weight Watchers incorporates healthful eating, physical activity, behavior modification, and for those who attend our meetings, a supportive atmosphere. Weight Watchers affirms that to lose weight safely and sensibly, a person must learn to eat more healthfully, increase physical activity, and handle the challenges encountered in the process of changing behavior.

Weight Watchers International was founded in 1963. It is currently a public company and is listed on the NYSE as “WTW.” Since its inception over 40 years ago, Weight Watchers has helped millions of members achieve sustainable weight loss. Currently, in any given week, members attend one of over 50,000 Weight Watchers meetings in 30 countries worldwide.

Why is the State of Delaware Offering Weight Watchers Services?

Weight Watchers incorporates healthful eating, physical activity, behavior modification, and for those who attend Weight Watchers meetings, a supportive atmosphere, and is based on the philosophy that successful weight loss is achieved through the attainment of a series of realistic goals. The State of Delaware has teamed with Weight Watchers to bring employees and state non-Medicare eligible pensioners effective weight management solutions at a special price and offer credit towards the 2012-

2013 DelaWELL \$200 Gold Level Reward if they purchase Weight Watchers Meetings with Monthly Pass or Weight Watchers Online.

Who is eligible for the State of Delaware's Weight Watchers Discounts and DelaWELL Rewards?

Weight Watchers discounts and DelaWELL Rewards are available to benefit eligible state agency, school district, charter school and higher education employees, as well as state non-Medicare eligible pensioners, who are currently enrolled in a State of Delaware Group Health Plan. The discounts and rewards are NOT offered to spouses, dependents or participating group members (with the exception of the University of Delaware and Delaware Transit Corporation employees).

If you become no longer eligible for the special pricing (i.e., Leave state employment, no longer benefit eligible, not covered under a State of Delaware Group Health Plan, special pricing timeframe is over), then beginning on your next bill date you will be charged the standard monthly rate.

What are the two State of Delaware Weight Watchers Offerings and Discounted Pricing?

1. Weight Watchers Meetings with Monthly Pass* - With Monthly Pass you can get the convenience of Weight Watchers meetings in your workplace[†] and unlimited meetings in your local community. Get FREE eTools, the Internet weight loss companion that helps you stay on track between meetings. The discounted State of Delaware monthly price for Weight Watchers meetings with Monthly Pass is **\$36.50 per month**. **Your Meetings with Monthly Pass membership will automatically renew each month at the discounted price until you cancel (State of Delaware Weight Watchers Offerings and Discounted Pricing are currently available 7/1/12 through 6/30/13). Your account will be charged up to 15 days prior to your renewal date to ensure you receive your new Monthly Pass card on time.**
2. Weight Watchers Online – With Weight Watchers Online, you can follow the plan step-by-step entirely online with interactive tools and resources like a weight tracker, progress charts, restaurant guides and much more. It is available in two versions specifically designed for men and women with tailored content that speaks directly to each audience. The discounted State of Delaware monthly price for Weight Watchers Online is **\$16.10 per month**. **Your Weight Watchers Online subscription will automatically renew each month at the discounted price until you cancel (State of Delaware Weight Watchers Offerings and Discounted Pricing are currently available 7/1/12 through 6/30/13).**

** There are some areas outside of the State of Delaware where Monthly Pass is not available because of independent franchise arrangements. For a listing of all counties affected by this, please visit <http://www.mypowwr.com/MPlocations.aspx>.*

† Minimum enrollment required.

When are the State of Delaware Weight Watchers Offerings and Discounted Pricing available?

The Weight Watchers Offerings and pricing discounts are currently available for memberships and subscriptions from 7/1/12 through 6/30/13.

What are the payment methods for the Weight Watchers Offerings?

The two payment options for the Weight Watchers Offerings are Credit Card or PayPal. PayPal is an online account that can be created to pay for any online transaction that deducts money directly from your checking or savings account (you don't need a debit or credit card). Your membership or subscription will automatically renew each month at the discounted price until you cancel (State of

Delaware Weight Watchers Offerings and Discounted Pricing are currently available 7/1/12 through 6/30/13). **If you become no longer eligible for the special pricing (i.e., Leave state employment, no longer benefit eligible, not covered under a State of Delaware Group Health Plan, special pricing timeframe is over), then beginning on your next bill date you will be charged the standard monthly rate.**

Can participants of the Weight Watchers Online Program attend weekly meetings if they pay a fee?

No, they cannot attend meetings. If a Weight Watchers Online member wants to attend meetings, they should cancel their Online subscription and sign up for Monthly Pass. There is not a weekly fee for the meetings program, unless you are a lifetime member. **All Weight Watchers memberships have a monthly fee.**

Can participants do both the Online Program and Meetings with Monthly Pass?

The Monthly Pass Meetings program comes with eTools, an online meetings companion. This eTools site looks and feels very similar to the Weight Watchers Online site, but the Online site has some curriculum materials that eTools does not have (because the member receives that info in the meeting room). Monthly Pass/eTools and Weight Watchers Online both come with free iPad and smart phone applications. **In short, there is no reason for a Monthly Pass member to join both Online and Monthly Pass.**

Whom should I call when I have questions about the Weight Watchers Offerings?

Weight Watchers customer services representatives can answer your questions. They can be reached toll-free at **1-866-204-2885**; Monday through Thursday 8am to 9pm (Eastern Time); Friday 8am to 8pm (Eastern Time); and Saturday 9am to 2pm (Eastern Time).

How do I earn credit towards the 2012-2013 DelaWELL \$200 Gold Level Reward by participating in Weight Watchers?

Weight Watchers participants **must** complete the DelaWELL Online Wellness Assessment **and** Biometric Health Screening along with the required Weight Watchers purchase* to be eligible for the 2012-2013 DelaWELL \$200 Gold Level Reward.

***Weight Watchers Meetings with Monthly Pass – You must purchase a minimum of 3 consecutive months of membership (\$36.50 per month) to receive credit towards the Gold Level Reward. Monthly Pass will automatically renew each month at the discounted price until you cancel (State of Delaware Weight Watchers Offerings and Discounted Pricing are currently available 7/1/12 through 6/30/13). Participants must begin their membership purchase no later than January 2013, in order to meet the 3 consecutive month requirement by the April 15, 2013 deadline.** To sign up for the new program, log onto the DelaWELL Health Portal at <https://delawell.alerehealth.com> then click on the “Sign Up Here” link located on the left menu under Weight Watchers. Once on the Weight Watchers Registration Page, enter Employer ID: 60857 and Employer Passcode: delawell. Participants must complete and submit the 2012-2013 Weight Watchers® Offerings Reimbursement Form, located on the DelaWELL Health Portal <https://delawell.alerehealth.com>, once they have fulfilled the DelaWELL Reward purchase requirements. **Participants must email or fax their completed Reimbursement Form (Along with the required Billing History documentation or Lifetime member card) to Weight Watchers by April 15, 2013, in order to receive credit towards the DelaWELL \$200 Gold Level Reward. If you are mailing in your Reimbursement Form please account for the delivery time needed to reach the Weight Watchers Reimbursement Center, so your form is received by the April 15th deadline. Reimbursement Forms**

received after April 15th will not be accepted. All DelaWELL Gold Level Reward amounts will be paid in July 2013.

OR

***Weight Watchers Online –You must purchase a minimum of 6 consecutive months of subscription (\$16.10 per month) to receive credit towards the Gold Level Reward. Your subscription will be automatically renewed each month at the discounted price until you cancel (State of Delaware Weight Watchers Offerings and Discounted Pricing are currently available 7/1/12 through 6/30/13). Participants must begin their subscription purchase no later than October 2012, in order to meet the 6 consecutive month requirement by the April 15, 2013 deadline.** To sign up for the new program, log onto the DelaWELL Health Portal at <https://delawell.alerehealth.com> then click on the “Sign Up Here” link located on the left menu under Weight Watchers. Once on the Weight Watchers Registration Page, enter Employer ID: 60857 and Employer Passcode: delawell. Participants must complete and submit the 2012-2013 Weight Watchers® Offerings Reimbursement Form, located on the DelaWELL Health Portal <https://delawell.alerehealth.com>, once they have fulfilled the DelaWELL Reward purchase requirements. **Participants must email or fax their completed Reimbursement Form (Along with the required Billing History documentation or Lifetime member card) to Weight Watchers by April 15, 2013,** in order to receive credit towards the DelaWELL \$200 Gold Level Reward. If you are mailing in your Reimbursement Form please account for the delivery time needed to reach the Weight Watchers Reimbursement Center, so your form is received by the April 15th deadline. Reimbursement Forms received after April 15th will not be accepted. All DelaWELL Gold Level Reward amounts will be paid in July 2013.

After I meet the Weight Watchers purchase requirements for the DelaWELL Reward, can I continue in my Weight Watchers Program and receive the Discounted Pricing?

Yes, your Meetings with Monthly Pass membership or Weight Watchers Online subscription will automatically renew each month at the discounted price until you cancel (State of Delaware Weight Watchers Offerings and Discounted Pricing are currently available 7/1/12 through 6/30/13).

What if I don’t want to participate in the DelaWELL Rewards, can I still get the Weight Watchers Discounted Pricing?

Yes, the Weight Watchers Offerings and pricing discounts are currently available for memberships and subscriptions from 7/1/12 through 6/30/13. Weight Watchers discounts and DelaWELL Rewards are available to benefit eligible state agency, school district, charter school and higher education employees, as well as state non-Medicare eligible pensioners, who are currently enrolled in a State of Delaware Group Health Plan. The discounts and rewards are NOT offered to spouses, dependents or participating group members (with the exception of the University of Delaware and Delaware Transit Corporation employees).

How Do I Sign Up For the State of Delaware Weight Watchers Offerings if I am already an Existing Weight Watchers Member?

At Work Meetings Members:

Monthly Pass: If you currently have a Monthly Pass membership and would like to switch to the new State of Delaware pricing, you will first need to cancel your membership at www.weightwatchers.com/monthlypasscancellation. If you would like to keep your previous Weight Watchers user name, password and account history, call 866-204-2885 before registering for the new program.

To sign up for the new program:

- **Step 1** - Log onto the DelaWELL Health Portal at <https://delawell.alerehealth.com>, then click on the "Sign Up Here" link located on the left menu under Weight Watchers.
- **Step 2** - Once on the Weight Watchers Registration Page, enter Employer ID: 60857 and Employer Passcode: delawell
- **Step 3** - Fill in your personal information, create a username and password (This username and password can be used to log into your actual Weight Watchers account {eTools, profile/payment info, Weight Watchers Online support items}) and enter your workplace information.
- **Step 4** - Select **Attend Meetings**.
- **Step 5** - Complete your purchase. Personalize your account and fill in your payment information and contact information.
- **Step 6** - Print your temporary Monthly Pass. Bring this to the meeting room for the first month. You will get a new card in the mail each month thereafter.

Your Meetings with Monthly Pass membership will automatically renew each month at the discounted price until you cancel. Your account will be charged up to 15 days prior to your renewal date to ensure you receive your new Monthly Pass card on time.

Community Meetings Members:

Monthly Pass: If you currently have a Monthly Pass membership and would like to switch to the new State of Delaware pricing, you will first need to cancel your membership at www.weightwatchers.com/monthlypasscancellation. If you would like to keep your previous Weight Watchers user name, password and account history, call 866-204-2885 before registering for the new program.

To sign up for the new program:

- **Step 1** - Log onto the DelaWELL Health Portal at <https://delawell.alerehealth.com>, then click on the "Sign Up Here" link located on the left menu under Weight Watchers.
- **Step 2** - Once on the Weight Watchers Registration Page, enter Employer ID: 60857 and Employer Passcode: delawell
- **Step 3** - Fill in your personal information, create a username and password (This username and password can be used to log into your actual Weight Watchers account {eTools, profile/payment info, Weight Watchers Online support items}) and enter your workplace information.
- **Step 4** - Select **Attend Meetings**.
- **Step 5** - Complete your purchase. Personalize your account and fill in your payment information and contact information.
- **Step 6** - Print your temporary Monthly Pass. Bring this to the meeting room for the first month. You will get a new card in the mail each month thereafter.

Your Meetings with Monthly Pass membership will automatically renew each month at the discounted price until you cancel. Your account will be charged up to 15 days prior to your renewal date to ensure you receive your new Monthly Pass card on time.

Other Community Membership Programs: If you are currently purchasing meetings vouchers in your local community, you can sign up for the new Monthly Pass program on or after July 1, 2012. If Monthly Pass membership is not available in your area, you can participate in this DelaWELL benefit by joining Weight Watchers Online.

Weight Watchers Online Members:

At the end of your current month Weight Watchers Online subscription, you can switch to the new monthly program and pricing. If you would like to keep your previous user name, password and account

history, call 866-204-2885 before registering for the new program. **Your subscription will automatically renew each month at the discounted price until you cancel.**

To sign up for the new program:

- **Step 1** - Log onto the DelaWELL Health Portal at <https://delawell.alerehealth.com>, then click on the "Sign Up Here" link located on the left menu under Weight Watchers.
- **Step 2** - Once on the Weight Watchers Registration Page, enter Employer ID: 60857 and Employer Passcode: delawell
- **Step 3** - Fill in your personal information, create a username and password (This username and password can be used to log into your actual Weight Watchers account {eTools, profile/payment info, Weight Watchers Online support items}) and enter your workplace information.
- **Step 4** - Select **Follow the plan online**.
- **Step 5** - Complete your purchase. Personalize your account and fill in your payment information and contact information.

How Do I Sign Up For the State of Delaware Weight Watchers Offerings if I am a New Weight Watchers Member?

Weight Watchers Meetings:

If you are interested in attending meetings at work or in your local community, please register for Meetings with Monthly Pass. This membership will give you access to both community and at work meetings, as well as free access to smart phone applications, iPad applications and the eTools online meetings companion.

- **Step 1** - Log onto the DelaWELL Health Portal at <https://delawell.alerehealth.com>, then click on the "Sign Up Here" link located on the left menu under Weight Watchers.
- **Step 2** - Once on the Weight Watchers Registration Page, enter Employer ID: 60857 and Employer Passcode: delawell
- **Step 3** - Fill in your personal information, create a username and password (This username and password can be used to log into your actual Weight Watchers account {eTools, profile/payment info, Weight Watchers Online support items}) and enter your workplace information.
- **Step 4** - Select **Attend Meetings**.
- **Step 5** - Complete your purchase. Personalize your account and fill in your payment information and contact information.
- **Step 6** - Print your temporary Monthly Pass. Bring this to the meeting room for the first month. You will get a new card in the mail each month thereafter.

Your Meetings with Monthly Pass membership will automatically renew each month at the discounted price until you cancel. Your account will be charged up to 15 days prior to your renewal date to ensure you receive your new Monthly Pass card on time.

Joining Existing At Work Meetings: If you are interested in attending an existing at work meeting at a State of Delaware site, you can join that meeting on or after July 1, 2012.

Getting a New At Work Meeting Started: If you believe there are 15 or more employees at your site that would be interested in a new At Work meeting, please call 1-800-8-AT WORK. Please be sure to obtain approval from your management team to hold on-site meetings at your workplace, prior to contacting Weight Watchers.

Weight Watchers Online:

Weight Watchers Online is for employees who are not interested in attending meetings. This subscription comes with a do-it-yourself online weight loss tool as well as free access to smart phone and iPad applications. **Your subscription will automatically renew each month at the discounted price until you cancel.**

To sign up for the new program:

- **Step 1** - Log onto the DelaWELL Health Portal at <https://delawell.alerehealth.com>, then click on the "Sign Up Here" link located on the left menu under Weight Watchers.
- **Step 2** - Once on the Weight Watchers Registration Page, enter Employer ID: 60857 and Employer Passcode: delawell
- **Step 3** - Fill in your personal information, create a username and password (This username and password can be used to log into your actual Weight Watchers account {eTools, profile/payment info, Weight Watchers Online support items}) and enter your workplace information.
- **Step 4** – Select **Follow the plan online**.
- **Step 5** – Complete your purchase. Personalize your account and fill in your payment information and contact information.

After I meet the minimum purchase requirements for the Weight Watchers Offerings, what do I need to do next to receive credit towards the DelaWELL \$200 Gold Level Reward?

Participants must complete and submit the *2012-2013 Weight Watchers® Offerings Reimbursement Form*, located on the DelaWELL Health Portal <https://delawell.alerehealth.com>, once they have fulfilled the DelaWELL Reward purchase requirements. **Please be sure to fill in all of the information (Incomplete forms will not be processed).** Participants must email or fax their completed Reimbursement Form (Along with the required Billing History documentation or Lifetime member card) to Weight Watchers **by April 15, 2013**, in order to receive credit towards the DelaWELL \$200 Gold Level Reward. If you are mailing in your Reimbursement Form please account for the delivery time needed to reach the Weight Watchers Reimbursement Center, so your form is received by the **April 15th deadline**. Reimbursement Forms received after April 15th will **not** be accepted. Keep copies of all material submitted. Weight Watchers and the State of Delaware are not responsible for lost, late or misdirected mail. The information submitted in the reimbursement form will be used solely to process your reward. **Credit for participating in Weight Watchers will appear on your DelaWELL Health Portal page** (Log onto <https://delawell.alerehealth.com>, then click the "Track Wellness Credits" link located on the left menu under DelaWELL Program Info) approximately 4-8 weeks after your Reimbursement Form is processed and approved by Weight Watchers.

Weight Watchers participants must complete the DelaWELL Online Wellness Assessment and Biometric Health Screening along with the required Weight Watchers purchase to be eligible for the 2012-2013 DelaWELL \$200 Gold Level Reward. All DelaWELL Gold Level Reward amounts will be paid in July 2013.

Your Meetings with Monthly Pass membership or Weight Watchers Online subscription will automatically renew each month at the discounted price until you cancel (State of Delaware Weight Watchers Offerings and Discounted Pricing are currently available 7/1/12 through 6/30/13).

Do I need to fill in all of the information in the Weight Watchers Reimbursement Form?

Yes, participants must complete the form in its entirety. Incomplete forms will not be processed by Weight Watchers and credit for participating in your Weight Watchers program will not be issued towards the DelaWELL \$200 Gold Level Reward.

Why does the Weight Watchers Reimbursement Form ask for my Employee/ Pensioner ID and Aetna/Blue Cross Member ID? What are they and why is this required information?

Your Employee ID can be located on your pay advice. It identifies you as a worker for the State of Delaware.

Your Health Plan Member ID is located on the front of your Health Insurance Card. Be sure to include all of the letters and numbers in your Member ID. Blue Cross members – Member ID contains three alpha and six digits, for example SAI000000, SOD000000, etc. Aetna members - HMO ID or Member Numbers are a mix of numbers and letters that generally use 8 spaces. Traditional or Gold Plan member numbers or member ids are 9 digits in length and start with the letter W and are followed by digits.

Your Employee/ Pensioner ID and Aetna/Blue Cross Member ID are required to ensure accuracy in the processing of your credit towards the DelaWELL \$200 Gold Level Reward.

Will my information be kept confidential?

The information submitted in the reimbursement form will be used solely to process your reward.

What if I participated in and purchased more than the required amount needed for the DelaWELL Gold Level Reward; will I get credit for that?

The reward for purchasing 3 consecutive months of Meetings with Monthly Pass membership or 6 consecutive months of Weight Watchers Online membership, is a **onetime offer** during the 2012-2013 DelaWELL Program Year and is part of the DelaWELL \$200 Gold Level Reward which will be paid in July 2013. **Weight Watchers participants must complete the DelaWELL Online Wellness Assessment and Biometric Health Screening along with the required Weight Watchers purchase to be eligible for the 2012-2013 DelaWELL \$200 Gold Level Reward.**

How do I check the status of my Weight Watchers Reimbursement Form and credit towards the DelaWELL \$200 Gold Level Reward?

To check the processing status of your Weight Watchers reimbursement form: Go to: <http://www.checkyourrebate.com/stateofDE>. (Note: It takes Weight Watchers about 10-15 business days to process your submission after they receive it.) If you are unable to secure the information you are seeking and have a reference number, you can call toll free: 1-866-767-5695. Credit for participating in Weight Watchers will appear on your DelaWELL Health Portal page (Log onto <https://delawell.alerehealth.com>, then click the “Track Wellness Credits” link located on the left menu under DelaWELL Program Info) approximately 4-8 weeks after your Reimbursement Form is processed and approved by Weight Watchers.

Weight Watchers participants must complete the DelaWELL Online Wellness Assessment and Biometric Health Screening along with the required Weight Watchers purchase to be eligible for the 2012-2013 DelaWELL \$200 Gold Level Reward.

How long will it take for Weight Watchers to process and approve my Reimbursement Form and for the credit to show up on my DelaWELL Health Portal Page?

It takes Weight Watchers **about 10-15 business days** to process submissions after they receive them. Participants must email or fax their completed Reimbursement Form (Along with the required Billing History documentation or Lifetime member card) to Weight Watchers by April 15, 2013, in order to receive credit towards the DelaWELL \$200 Gold Level Reward. If you are mailing in your Reimbursement Form please account for the delivery time needed to reach the Weight Watchers Reimbursement Center, so your form is received by the April 15th deadline. Reimbursement Forms received after April 15th will not be accepted. Keep copies of all material submitted. Weight Watchers and the State of Delaware are not responsible for lost, late or misdirected mail.

Credit for participating in Weight Watchers will appear on your DelaWELL Health Portal page (Log onto <https://delawell.alerehealth.com>, then click the "Track Wellness Credits" link located on the left menu under DelaWELL Program Info) **approximately 4-8 weeks** after your Reimbursement Form is processed and approved by Weight Watchers.

What is the deadline for submitting my Weight Watchers Reimbursement Form and earning credit towards the DelaWELL \$200 Gold Level Reward for participating in Weight Watchers Offerings?

Participants must email or fax their completed Reimbursement Form (Along with the required Billing History documentation or Lifetime member card) to Weight Watchers by April 15, 2013, in order to receive credit towards the DelaWELL \$200 Gold Level Reward. If you are mailing in your Reimbursement Form please account for the delivery time needed to reach the Weight Watchers Reimbursement Center, so your form is received by the April 15th deadline. Reimbursement Forms received after April 15th will not be accepted. Keep copies of all material submitted. Weight Watchers and the State of Delaware are not responsible for lost, late or misdirected mail. The information submitted in the reimbursement form will be used solely to process your reward.

Credit for participating in Weight Watchers will appear on your DelaWELL Health Portal page (Log onto <https://delawell.alerehealth.com>, then click the "Track Wellness Credits" link located on the left menu under DelaWELL Program Info) **approximately 4-8 weeks** after your Reimbursement Form is processed and approved by Weight Watchers.

Weight Watchers participants must complete the DelaWELL Online Wellness Assessment and Biometric Health Screening along with the required Weight Watchers purchase to be eligible for the 2012-2013 DelaWELL \$200 Gold Level Reward.

When will I receive my 2012-2013 DelaWELL \$200 Gold Level Reward for participating in Weight Watchers?

The reward for purchasing 3 consecutive months of Meetings with Monthly Pass membership or 6 consecutive months of Weight Watchers Online membership, is a **onetime offer** during the 2012-2013 DelaWELL Program Year and is part of the DelaWELL \$200 Gold Level Reward which will be **paid in July 2013**. Employees will receive it as part of their pay in July 2013 (the exact pay period will be determined at a later date) and state non-Medicare eligible pensioners will receive the reward as part of their July 2013 pension check.

What are the Requirements for Becoming a Weight Watchers Member?

To become a Weight Watchers meetings member, you must:

1. Weigh at least 5 pounds more than the minimum healthy weight for your height, according to the Weight Watchers healthy weight ranges.
2. Be at least 18 years old.
3. Not be pregnant.
4. Not have an active medical diagnosis of bulimia nervosa or anorexia nervosa.
5. Provide your valid Monthly Pass card, Lifetime membership card or pay the weekly fee (If you are a Lifetime member who is not at goal).
6. Sign a Health Release on the Registration Card.

Weight Watchers Online and Weight Watchers Meetings with Monthly Pass are both limited to adults (18 years of age and older). If prospective subscribers or buyers are under 18, they're told that they cannot purchase the product.

Can I Join Weight Watchers if I have Diabetes or Other Medical Conditions?

Medical monitoring is especially important for people with a known medical condition. Yes, you can attend Weight Watchers meetings, but we strongly urge you to consult with your physician or healthcare provider. Just be sure to show the member materials to your primary healthcare provider to make sure the necessary and appropriate adjustments are made to meal patterns, food choices, portioning, activity, and anything else required. It is your responsibility to adhere to modifications made by your healthcare professional.

What if Meetings with Monthly Pass Is Not Available in Your Area?

There are some areas outside of the State of Delaware where Monthly Pass is not available because of independent franchise arrangements. For a listing of all counties affected by this, please visit <http://www.mypowwr.com/MPlocations.aspx>.

If Monthly Pass is not available in your area, you can participate in this DelaWELL benefit by joining Weight Watchers Online.

How Do I Cancel My Weight Watchers Membership?

Meeting with Monthly Pass: Visit www.weightwatchers.com/monthlypasscancellation or call 866-204-2885.

Weight Watchers Online: Visit www.weightwatchers.com/cancellation or call 866-204-2885.

How Can I Find a Weight Watchers Meeting Location and Time?

To find a meeting location most convenient for you, check out our online Meetings Finder at www.weightwatchers.com.

What Can I Expect in a Weight Watchers Meeting?

Your group meeting, led by a trained Weight Watchers leader, will last approximately 30-45 minutes. However, at the end of your first group meeting, there will be an orientation for new members called the “Getting Started Session.” This session will last an additional 30 minutes and orient you to the basics of the Weight Watchers program.

Upon joining, you are weighed and choose an initial weight goal and ultimate goal. If your ultimate goal is within the Weight Watchers healthy weight ranges chart (which is based on Body Mass Index) or has been prescribed by your doctor, you will be eligible for Lifetime Membership when you achieve it and complete the maintenance phase of the Program. At the end of your first meeting (or the first At Work meeting), you should stay for the “Getting Started Session,” where the Leader takes new members through the Week 1 materials. The **POINTSPLUS®** Food System is also explained, which include eating healthy, being active, optimizing healthy behaviors, and the importance of a supportive environment.

Do I Have to Talk in a Weight Watchers Meeting?

No. You can participate in the group discussion as much or as little as you want. If you don’t feel like speaking in a group, you can simply listen. You will still learn from our 40-plus years of experience new ways to manage your weight and feel great about yourself.

How Do I Find Out if an At Work Meeting is Available in my Workplace?

To find a meeting location most convenient for you, check out our online Meetings Finder at www.weightwatchers.com.

If there is not currently a meeting in your office, and you believe there are 15 or more employees at your site who would be interested in a new At Work Meeting, please call 1-800-8-AT WORK to schedule an on-site information meeting. **Please be sure to obtain approval from your management team to hold on-site meetings at your workplace, prior to contacting Weight Watchers.**

How do I Get a New At Work Meeting Started at my Office?

Please be sure to obtain approval from your management team to hold on-site meetings at your workplace, prior to contacting Weight Watchers.

The minimum number is 15 for an At Work meeting. If you believe you have enough employees interested in having a meeting at your office, please call 1-800-8-AT WORK.

What is the role of an on-site Weight Watchers Coordinator?

The role of the on-site coordinator is to:

- a) Ensure that the minimum number of participants are interested in joining the meeting
- b) Reserve the room for the meetings
- c) Make sure the room is set up appropriately
- d) Work with the Weight Watchers leader to organize the group
- e) Direct employees to the meeting location, answer questions about meeting times, and refer employees to the website or toll-free number if necessary.
- f) Provide regular updates to the Weight Watchers leader about meeting location changes

How Can I Become a Weight Watchers Leader?

If you are interested in entering the Leader Training program, speak with your Leader.

Note: It is a prerequisite for all Leaders to be Lifetime Members at a weight goal within the Weight Watchers healthy weight ranges for their height.

Are Member Materials Available in Spanish?

Yes. Member materials are available in Spanish, upon request.

What is Lifetime Membership?

Lifetime Membership is a privilege you receive after completing your weight-loss journey as a Weight Watchers meetings member. You receive a Lifetime Membership recognition award when you:

1. Achieve a weight goal that is within the Weight Watchers healthy weight ranges (or a healthy weight determined by your physician) and are at least 5 pounds less than your initial weight, and
2. Have been on the Weight Watchers maintenance phase for 8 consecutive weeks as a current, paid meetings member and are no more than 2 pounds above your weight goal at the end of that period.

As a Lifetime Member, we encourage you to attend Weight Watchers meetings in your local area and anywhere in the world. There is no charge as long as you weigh in once a month at the first meeting you attend and you're no more than 2 pounds above your weight goal. Don't forget to show your Lifetime Membership book.

In order to reach Lifetime status, a member would need to go through an 8-week maintenance period where they maintain their goal weight. The member would have had to been a member for at least one month prior to that 8 week maintenance period, and therefore by having a Lifetime membership status we know the member has been on Weight Watchers for our incentive required 3-month period of time

Can Lifetime members earn credit towards the DelaWELL \$200 Gold Level Reward?

Yes, Lifetime members must email or fax their completed Reimbursement Form (**Along with a copy of their Lifetime member card**) to Weight Watchers by April 15, 2013, in order to receive credit towards the DelaWELL \$200 Gold Level Reward. The 2012-2013 Weight Watchers® Offerings Reimbursement Form is located on the DelaWELL Health Portal <https://delawell.alerehealth.com>. If you are mailing in your Reimbursement Form please account for the delivery time needed to reach the Weight Watchers Reimbursement Center, so your form is received by the April 15th deadline. Reimbursement Forms received after April 15th will not be accepted. Keep copies of all material submitted. Weight Watchers and the State of Delaware are not responsible for lost, late or misdirected mail. The information submitted in the reimbursement form will be used solely to process your reward. Credit for participating in Weight Watchers will appear on your DelaWELL Health Portal page (Log onto <https://delawell.alerehealth.com>, then click the "Track Wellness Credits" link located on the left menu under DelaWELL Program Info) **approximately 4-8 weeks** after your Reimbursement Form is processed and approved by Weight Watchers.

In order to reach Lifetime status, a member would need to go through an 8-week maintenance period where they maintain their goal weight. The member would have had to been a member for at least one month prior to that 8 week maintenance period, and therefore by having a Lifetime membership status we know the member has been on Weight Watchers for our incentive required 3-month period of time.

Weight Watchers participants must complete the DelaWELL Online Wellness Assessment and Biometric Health Screening along with the required Weight Watchers purchase to be eligible for the 2012-2013 DelaWELL \$200 Gold Level Reward.

What are the Guidelines for Remaining a Lifetime Member?

Once you are a Lifetime Member, you are always a Lifetime Member. Lifetime Members must weigh in at their first meeting of every month. If you weigh more than 2 pounds more than your weight goal at the first weigh-in of the month, you will be charged the weekly meeting fee for each meeting attended until you are within 2 pounds of your weight goal. The price for weekly attendance varies by location. If you'd prefer not to pay a weekly fee in the meeting room, you can instead join the Monthly Pass program at the discounted DelaWELL pricing until you re-reach your weight goal.

What if I have Lost My Lifetime Member Number/Card?

If you have misplaced your Lifetime Member number/card and became a Lifetime Member in the area in which you still reside, you can call **866-204-2885**. If you have moved out of the area in which you became a Lifetime Member, you will need to fill out the Lifetime Membership Information Request Form. You should receive a response within 14 days.